

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

TORRANCE LODGE

Date of Inspection: 23 March 00

**W.J. Duncan
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INSPECTION INFORMATION

NAME OF ESTABLISHMENT: Torrance Lodge

LOCATION OF ESTABLISHMENT: Riccarton Road, Kilmarnock

MANAGING ORGANISATION C.C. Care Ltd

CATEGORY (as per Registration): Elderly, residential & day care.
Jointly Registered with A.A.H.B

MAXIMUM NUMBER OF RESIDENTS TO BE ACCOMMODATED (as per Registration): 32 residential & 9 day care

NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT :

NATURE OF INSPECTION: Short, focussed & unannounced

INSPECTOR(S) PARTICIPATING: Mrs Isobel M Dawson
Mr George Stewart

DATE(S) OF INSPECTION: 23 March 00

DATE OF LAST INSPECTION REPORT: 1 June 99

FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT Mrs M Mc Clure, Manager
Mrs R Carr, Owner
Tel 01563 525158:
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QUALITY OF RECORDS

1. Sampled Case Files

- (a) **Recommendations in last report**
None made
- (b) **Findings at this Inspection - Progress**
- (c) **Additional Inspectors observations at this Inspection**
Four files were examined and were found to be detailed, informative and maintained to a good standard.

2. Sampled Financial Records

- (a) **Recommendations in last report**
None
- (b) **Findings at this Inspection - Progress**
Not examined during this short, focussed inspection
- (c) **Additional Inspectors observations at this Inspection**
None

3. Other records including specific comment on Fire Safety records and Medication records

- (a) **Recommendations in last report**
None, all records were found to be managed well.
- (b) **Findings at this Inspection - Progress**
- (c) **Additional Inspectors observations at this Inspection**
Not examined during this short, focussed inspection

QUALITY OF MANAGEMENT AND STAFFING

1. Communication systems within the staff group

(a) Recommendations in last report

None

(b) Findings at this Inspection – Progress

(c) Additional Inspectors observations at this Inspection

Effective communication systems are in place that enable appropriate information to be shared throughout the staff group

2. Staffing Levels

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Duty rotas indicate that appropriate staffing levels are maintained.

3. Staff Training and Qualifications

(a) Recommendations in last report

During this Inspection a full discussion took place in relation to the professional development of staff. The Management confirmed their commitment to ongoing training.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Since the time of the last Inspection, a number of staff have attended courses in nutrition and health and hygiene. Proposals are being considered for further advanced training in health and hygiene and moving and handling.

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

(a) Recommendations in last report

None made

(b) Findings at this Inspection – Progress

(c) Additional Inspectors observations at this Inspection

The unit meets Registration requirements and is compliant with space standards in bedrooms, shared space and public areas.

2. Heating levels (including water temperature control)

(a) Recommendations in last report

None made

(b) Findings at this Inspection – Progress

(c) Additional Inspectors observations at this Inspection

All areas visited during this Inspection were found to be warm and comfortable.

3. Hygiene and cleanliness

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

A high standard of hygiene and cleanliness were noted during this short inspection.

4. Safety of the environment

(a) Recommendations in last report

The unit were commended for the standard of the Health & Safety documentation and the efforts made to ensure that these were updated on a regular basis.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Documentation was not examined during this short, focussed inspection. In the areas of the building visited there were no Health & Safety giving concern.

5. Fabric and decor standards

(a) Recommendations in last report

The unit was commended for their standard of decoration and for their ongoing commitment to afford residents an opportunity to personalise their own rooms and for the development of the Snoozleen room.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined during this short inspection

6. Standards of building maintenance

(a) Recommendations in last report

None made.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Although not examined in detail during a tour of the building and garden there were no outstanding building maintenance requirements noted.

QUALITY OF CARE ARRANGEMENTS

1. Care System: Methods for Individual Care Planning and Review

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Records examined indicated that reviews are held appropriately and care plans regularly updated.

2. Quality of Menus and Catering arrangements

(a) Recommendations in last report

None made. Menus confirmed that meals were balanced and nutritious with choices being available.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Residents stated that they particularly enjoy the choice of food and the home baking.

3. Quality of activity programmes

(a) Recommendations in last report

None made

The Management and staff were commended for the commitment to providing a range of purposeful activities for residents. A varied programme is available which takes account of resident's preferences.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Residents state that they continue to enjoy a good range of activities and social events.

INSPECTORS FINDINGS ON OTHER VIEWS

1. Staff views expressed

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Staff completing confidential questionnaires indicated that they were able to offer a good quality of care to the residents. If they had any criticism it would be that they would like more time to sit and chat with residents individually.

They felt that they had been able to set time aside to welcome new residents, and as key workers had sufficient information prior to their admission.

They confirmed that the standard of cleanliness within the unit is good and the unit comfortable and warm.

3. User/Carer views

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

User's views were obtained from residents who had been in the unit for a short time through to residents who had lived in the unit for some years.

All of them stated that they had been given sufficient information about the unit before deciding to live there. They always found the unit comfortable and warm and clean, there were no obvious house rules and they could choose when to get up and go to bed, could make suggestions for inclusion on the menu, could have a bath whenever they choose and at times, could enjoy the privacy of their own room.

All stated that they enjoyed their food, the feeling of being safe and cared for. One suggested that as they did not like tap water, it would be “nice to have water cooler nearer the bedroom”, another comment made was that their cultural or religious beliefs were not acknowledged.

On the whole resident’s comments about the quality of care and surroundings are very positive. However, the unit will no doubt consider the suggestion and view expressed in the previous paragraph.

Inspectors acknowledge comments from Unit Managers that they do acknowledge cultural on religious beliefs but that they will speak to residents further to ensure that this is understood. Managers also report that the issue of having water available from a water cooler has been resolved.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

Torrance Lodge

Date of Inspection 23 March 00

Summary of Inspection

Torrance Lodge was previously a hospital building that was extensively converted and upgraded to provide comfortable, pleasant accommodation on one level. The unit is set in four acres of grounds on the outskirts of Kilmarnock near to the Main Ayr/Glasgow road.

During this short focussed Inspection Residents and staff confirmed that they are satisfied with the quality of care offered. Residents stated that they can choose how to spend their days, that their right to privacy is acknowledged and there were daily opportunities for social and stimulating activities. Reference was made to the high quality of the food and the standard of housekeeping in the unit.

Previous Inspections recognised the good standard of record keeping, building maintenance and the health and safety of residents. No detailed records check was made during this Inspection.

Four user's files were examined and were found to be well documented.

Previous recommendations carried forward:

None

Further recommendations

None

LEAD INSPECTOR: Mrs Isobel M Dawson

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA